

**FOREST COUNTY – COMMISSION ON AGING AND AGING & DISABILITY
RESOURCE CENTER
Position Description**

Position Title: Elderly Benefits Specialist

Reports to: Commission on Aging Director with Direct Program Service supervision by the Elderly Benefit Specialist Program Attorneys

FLSA Status: Nonexempt

County Status: Regular Full Time Employee or possible Part Time Employee (hours vary)

Grade/Pay Structure: \$14.21- \$22.06 per hour

I. Position Summary:

The essential purpose of this position is to serve as a personal advocate and guide to elderly consumers who are dealing with varied issues and concerns related to aging, disabilities, and long term care. This involves assisting clients to identify needs, determining program eligibility through assessments and linking clients to community services and resources so that they may live with dignity, respect, health, and purpose; will also be involved in raising community awareness about the COA and ADRC. Performs other duties as required.

II. Essential Functions and Primary Duties:

This position provides the Forest County Commission on Aging and Aging & Disability Resource Center Elderly Benefit Specialist (EBS) services which include: information, advocacy and assistance to adults 60 years of age and older regarding public benefits, housing, and consumer issues. The EBS will be responsible for coordination, implementation, and evaluation of all services required to meet the needs of the targeted population.

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Provide accurate and current information on a comprehensive array of private and government benefits and programs.
- Provide information and technical assistance in accessing such benefits and information regarding the responsibilities of program participants.
- Assist clients in determining benefit eligibility for all public benefit programs. Assist clients in completing eligibility forms when client is unable to do so and no other assistance is available.
- Assist potential applicants in accessing private and government benefits and programs by locating and gathering both financial and non-financial data.
- Provide information on consumer rights, complaint, grievance, and appeals processes, including representation where appropriate.
- Provide advice and assistance in preparing and filing complaints, grievances, and appeals at the local and state levels, and beyond.
- Read, interpret and apply regulations governing eligibility for benefits and work with the Elderly Benefit Specialist Program Attorneys for clarification.

- Consult with Elderly Benefit Specialist Program Attorneys working for or with or under contract to the Elderly Benefit Specialists Program administered by the Elder Law Center to determine appropriate interpretation of law or regulation and appropriate action to assist in resolution of concerns.
- Initiate investigations to gather needed factual information to pursue advocacy duties.
- Refer to Elderly Benefit Specialist Program Attorneys working for or with or under contract to the Elderly Benefit Specialists Program administered by the Elder Law Center for consideration of representation in administrative and judicial proceedings.
- Provide consumer and volunteer training and technical assistance to develop self and family advocacy.
- Negotiate on behalf of individuals with county agencies, care management organizations, service providers, or the state regarding disputes over long-term care, mental health and substance abuse services.
- Adhere to confidentiality standards.
- Complete and submit all required paperwork in a timely manner.
- Establish or expand local State Health Insurance Assistance (SHIP) Volunteer program and provide volunteers' training and supervision.
- Initiate advocacy which has consequences of broad significance in preserving, protecting and expanding the rights and benefits of older persons.
- Under the direction of the supervising attorney, prepare factual evidence and briefs for appeal of denied benefits; provide advocacy and representation in matters which require review, waiver, reconsideration, including hearings before an Administrative Law Judge.
- Other duties as assigned within the scope of responsibility and skill requirements for the job.

III. Additional Requirements

- Performs other duties as assigned by the Commission on Aging Director within the scope of responsibility and skill requirements for the job.
- Attends and successfully completes initial and ongoing training as required by the Wisconsin Department of Health Services (DHS) and the Aging and Disability Resource Center (ADRC).

IV. Supervisory Responsibilities/Supervision

Under the general supervision of the Commission on Aging Director, in close collaboration with the Elderly Benefit Specialist attorneys who provide substantive case oversight.

V. Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment such as computer/laptop and other office machines, overhead projector and TV/VCR; palm pilot; pocket talker; hand truck, and/or materials used in performing essential functions. Requires the ability to coordinate eyes, hands, feet, and limbs in performing moderately coordinated movements. Ability to grasp and place objects.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds. Requires the ability to recognize similarities or differences between characteristics of colors, shapes, and sounds associated with job-related objects, materials and tasks.

Ability to work under conditions that require exposure to environmental factors such as heat and cold, pollen and dust, disease, blood and bodily fluids, second hand tobacco smoke, odors, animal bites, and violence. This exposure may cause some discomfort and presents a risk of injury.

VI. Minimum Qualifications

Education: Bachelor's Degree, preferably in a human services related field. (Educational requirement may be waived by the state Legal Services Developer if the individual has a minimum of four years of experience in income maintenance, insurance or medical billing fields.)

Experience: One year of previous direct or related experience with the elderly consumers, well-developed oral and written communication skills.

Skills, Knowledge and Abilities:

Language Ability and Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Requires the ability to persuade, convince, influence, train, and monitor in favor of a desired outcome.
- Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Requires the ability to communicate orally and in writing with the Commission on Aging Director and Manager of the Aging and Disability Resource Center; department management team and support staff, general public; elderly consumers, caregivers, community partners and organizations; representatives from DHFS and other state agencies.
- Requires the ability to communicate orally and in writing with the Commission on Aging Director and Manager of the Aging and Disability Resource Center; department management team and support staff, general public; elderly and disabled consumers, caregivers, community partners and organizations; representatives from DHFS, Elder Law Center and other state agencies;

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.

Judgment and Situational Reasoning Ability

- Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.
- Requires the ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Licenses and Certifications: AIRS Certification and Social Work Certification preferred; access to reliable non-public transportation with valid driver's license and driving record that meets County standards required.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals: Approved by Personnel Committee on January 5, 2016

Department Head: _____ Date: _____